

# NEWSLETTER

From Your District Advisor  
Property Valuation & Review



## *Happy Holidays!*

### **In Remembrance**

With a heavy heart, Christie recently shared the sad news of the passing of Stearns Allen. Stearns came to PVR, nearly at the Department's inception, in 1978, serving as a District Advisor until 2015 and even served as Interim Director of PVR for a time. Stearns was also recognized as Employee of the Year for his dedication to Lister Education. Anyone who had the pleasure of knowing him will remember his warm and bright smile, his mellow tone, and his distinct sense of humor.

At this time, plans for a Celebration of Life are on hold, possibly until after the holidays, as the family makes plans for those out of state to be able to travel to Vermont. When an official obituary is available, I will share it so anyone who wishes may reach out to the family or pay your respects at his celebration.

### *What's new for December?*

#### **Education Tax Rate FY2024**

Commissioner of Taxes Craig Bolio has [released the December 1 education tax rate letter](#) which forecasts the education tax yields for resident homeowners and the non-homestead tax rate for the upcoming fiscal year (FY) 2024. Using specific calculations required in State law, the Agency of Education, Department of Taxes, Department of Finance and Management, and Joint Fiscal Office collaborate to project the yields and rates based on these statutory assumptions.

To read Commissioner Bolio's official press release, please visit <https://tax.vermont.gov/press-release/FY2024-Education-Yield-Letter>

#### **Land Use Change Tax Calculation Proposal (32 V.S.A. § 3757)**

*This legislative session, starting in January, Director Remick plans to raise the following topic. Please let her know at [jill.remick@vermont.gov](mailto:jill.remick@vermont.gov) if you have any thoughts on the proposal.*

When land enrolled in the Current Use program is removed from the program, a Land Use Change Tax (LUCT) liability is established. The policy purpose of the tax was to discourage development, particularly the creation of smaller parcels of land in areas which are currently used for agriculture or forestry.

Since a 2015 legislative change, when a whole parcel is removed, the liability is 10% of the fair market value of the enrolled land. When a portion of a parcel is removed, the liability is 10% of the value of the portion *valued as a standalone parcel* by the lister or assessor ([See 32 V.S.A. § 3757\(a\)](#)).

**We are proposing reverting back to the pre-2015 methodology for the portion of a parcel**, which prorated the value based on the acres withdrawn, and to increase that percentage to equate to a somewhat equal result as the current methodology.

For portions of a parcel, our analysis found that a rate that is substantially equal to the current penalties being imposed is 25%. So, if you had 100 acres valued at \$100,000, and you pulled out 10 acres, that would be \$10,000 in value times .25 = \$2,500. There are about 300 partial portions of parcels removed from the program each year. We are not proposing any change to the entire parcel removal rate of 10%, nor to the shared payment to towns.

Currently the town gets 50% up to \$2,000 of the LUCT collected. However, the vast majority of acreage that has been withdrawn from the program has not been developed. This means the LUCT has been calculated (at the moment the parcel is no longer eligible), but it is not actually due in most cases. Essentially the listers or assessors value the portion of the parcel and do not get their share of the LUCT revenue that was designed to offset this work. It also creates a great inequity between towns, as the time spent valuing a parcel in different towns is the same, but the actual fair market value of those parcels varies greatly. Again, in practice, this penalizes town listers or assessors in towns with lower values of property who do the same amount of work as one in a higher-value town.

While many towns are diligent about submitting these values on time and accurately, a great deal of time is spent by staff reminding towns to submit these values. In addition, the methods used to determine the values vary greatly from town to town, creating substantial inequity statewide.

With this change, we believe:

- Taxpayers will be able to make informed decisions about their parcels, as they will be able to estimate tax liability prior to withdrawal from the program or the purchase of enrolled land;
- Towns will be freed from these standalone valuations which take significant time between valuation and appeals, and in many cases don't result in a payment to the town;
- Towns will no longer have to utilize an entire software system, myVTax, as the calculations would happen automatically in the Tax Department software;
- Revenue generated by the Land Use Change Tax (and the fiscal impact for development) will be substantially equal to the current practice, while eliminating subjectivity, hours of lister time, unpredictability, and keeping the policy goals of the Legislature in place.

We look forward to continuing the discussion on how to address this challenge together.

## ***What's on the Calendar?***

- **December 12**      **Last date for Homestead Declaration downloads**
- **December 31**      **Errors & Omissions**
- **December 31**      **PVR certifies Equalization Study Results to Towns [32 VSA 5406](#), [5407](#), [5408](#)  
(Please pay attention to Appeal deadline)**
- **January 1, 2023**      **2023 Reappraisal Towns deadline for RA-308**

### **→ Errors & Omissions**

If you discover an error or omission in the listing of property after it became the grand list (the book has been turned over to the town clerk), the approval of the selectboard is needed to make a correction. Such errors or omissions of individual property listings may be corrected on or before December 31. PVR provides a courtesy form which the Town Clerk is to certify after signature and then attach to the permanent As-Billed Grand List (vault copy).

PVR also provides a courtesy form for the listing of late homestead filers; again, those received after the listers have lodged the grand list with the Town Clerk after grievance. Select board approval is not necessary for late filers, but a Town Clerk attested list is to be attached to the permanent As-Billed Grand List (vault copy) as well.

### **32 VSA 4261. Correcting omission from grand list**

*When real or personal estate is omitted from the grand list by mistake or an obvious error is found, the listers, with the approval of the selectboard, on or before December 31, may supply such omissions or correct such errors and make a certificate thereon of the fact; provided, however, the listers may make a correction resulting from the filing or rescission of a homestead declaration without approval of the selectboard. (Amended 2005, No. 38, § 14, eff. June 2, 2005; 2019, No. 175 (Adj. Sess.), § 1, eff. Oct. 8, 2020.)*

**E & O Certificate** <https://tax.vermont.gov/sites/tax/files/documents/PVR-4261-E.pdf> *(Selectboard approval needed)*

**E & O HOMESTEAD Certificate** <https://tax.vermont.gov/sites/tax/files/documents/PVR-4261-2021.pdf> *(Selectboard approval not needed)*

### → **Equalization Study Results**

Letters from the Director notifying municipalities of their calculated CLA and COD will be mailed by the department for receipt to towns by January 1st. The full three-year Certified Sales Report, as well as the Certified Final Computation sheet, will be available in early January at the Vermont Department of Taxes website <https://tax.vermont.gov/municipal-officials>

Results of the annual Equalization Study are used for

- Determining education property tax rates for the upcoming year
- Determining whether a municipality must undergo a reappraisal
- Determining taxes municipalities pay to the county

Guidance for Lister Equalization Study review will be forthcoming in the January 2023 District Advisor Newsletter.

### → **Reappraisal Towns Reminder**

If your town is completing a reappraisal for your **2023 Grand List**, PVR needs to be officially informed by January 1, 2023. This is crucial as adjustments need to be made in a reappraisal year for Current Use, Utilities, tax rate calculations, and equalization. Official notification requires submission of PVR form [RA-308 Detailed Reappraisal Compliance Plan](#). If you have any questions or want to confirm submission, please reach out directly to your District Advisor or Chloe Wexler at [chloe.wexler@vermont.gov](mailto:chloe.wexler@vermont.gov). More information about the reappraisal process can be found on our website at <https://tax.vermont.gov/municipal-officials/listers-and-assessors/reappraisals>

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## **News You Can Use**

### **Helpful links**

- ✓ Managing Local Tax Records (a/k/a **Records Retention**). Please email Records and Information Management Specialist Megan Wheaton-Book and Records Program Coordinator Steven Picazio at the Vermont [SARA.sos.rim@vermont.gov](mailto:SARA.sos.rim@vermont.gov)
- ✓ **VT Secretary of State About Abatement Guide**  
<https://outside.vermont.gov/dept/sos/Municipal%20Division/about-abatement-2014.pdf>

- ✓ **Calendar & Task List** <https://tax.vermont.gov/content/lister-calendar-and-task-list>
- ✓ **Interactive DA Map** <https://tax.vermont.gov/municipal-officials/listers-and-assessors/district-advisors>
- ✓ **Apex 7 Sketching Program** Chris Meile at NEMRC is asking that anyone still on the Apex 5 version reach out to him so that he can update them to Apex 7. Chris notes that it is a 15 minute or less process.

## → NEMRC

### Upcoming webinars

- December 15 New fields added to existing software to prepare for communication with VTPIE integration.
- December 19 Webinar on New NEMRC CAMA dot net software.

Both webinars will be posted at <http://nemrc.com/support/webinars/> and recorded in the event you are not able to attend.

### Grand List reminders

Chris has provided the following reminders for both your working GL as well as for finalizing your 2022 As Billed GL:

- Use your Lister timeline to keep track of things that need to be done.
- Use 'E. Create Copy of Grand List' to create a benchmark of your data so you can run various reports in the future based on a specific date.
- Backup your data
- Print and reconcile your 411 reports
- Make sure you and the Treasurer resolve any CU, Homestead dec, or State payment issues you may have pending.

## → List Value Adjustment Request

A municipality who has followed PVR's [Best Practices](#) in conjunction with the [Lister Handbook](#) to establish fair market value of the parcel(s) in question may request a one-time adjustment of the education grand list value if that value was reduced due to a judgment or a settlement. This reduction in value, due to an appeal or court action, **must have no further appeal available**. Municipalities have until **January 16, 2022**, to submit requests for property valuation appeal settlements or judgments that were finalized in calendar year 2022.

The appeals and settlements can span multiple (prior) years and can be attributed to any education property tax classification – but please note that if the settlement pertains to the 2022 grand list, please confirm that your final 2022 grand list (also due January 16!) is inclusive of the settlement values. This will ensure your 2022 (FY23) education liabilities are correctly captured.

Municipalities must use PVR's online form to file a request and provide supporting documentation before the deadline. This application form, along with instructions and eligibility criteria, can be found at <http://tax.vermont.gov/municipal-officials/request-list-value-adjustment>.

<b>32 VSA 5412</b>	<a href="https://legislature.vermont.gov/statutes/section/32/135/05412">https://legislature.vermont.gov/statutes/section/32/135/05412</a>
<b>Best Practice Guide</b>	<a href="https://tax.vermont.gov/sites/tax/files/documents/GB-1279.pdf">https://tax.vermont.gov/sites/tax/files/documents/GB-1279.pdf</a>
<b>Lister &amp; Assessor Handbook</b>	<a href="https://tax.vermont.gov/sites/tax/files/documents/GB-1143.pdf">https://tax.vermont.gov/sites/tax/files/documents/GB-1143.pdf</a>

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## VTPIE Updates – December 2022

### Current Use

Beginning in Q1 2023 (we anticipate February) you will have access to current use records in VTPIE. The process to verify and provide comments will not substantively change, it will just occur in VTPIE. We will provide training before our go-live date and your DA and Axiomatic support will be available to assist you. The Current Use segment is currently in the testing phase for the State.




### Property Tax Billing

VTPIE property tax billing will go live in May of 2023. We have met with several town clerks to review functionality and anticipate being able to accommodate the various combinations of districts, tax rates, fees, and exemptions. The most current system requirements that CAMA vendors need to adhere to can be found in this link: [AOA IPTMS CAMA Requirements V3.5.pdf \(vermont.gov\)](#)

As a reminder for all listers, please enter your Organization's Municipal Information and be sure to include your Treasurer's or Finance Director's contact information.

### What System will I use?

Below is a guide to assist listers and town clerks on which state-run system to use (which includes present and future state) for various functions:

		
Sale Validation Process (Ability to send SV Letters)	Current Use Lien Release Valuation	Current Use Application Portal for Taxpayers
Ratio Study	Town Clerk Recording Information	
Equalization	PTTR Submission (And all other tax return forms)	
Form 411 Submission		
Exemptions Management		
Receiving and Reviewing Homestead Declarations		
Current Use Valuation of Enrolled Land		
View Current Use Applications Status		
Grievance Management		
Printing of Property Tax Invoices		
Tax Increment Financing Calculation		

- **VTPIE Project Timeline** <https://tax.vermont.gov/vtpie/timeline>

### Phase 1

#### *Transfers and Updates*

Please continue to process your parcel updates and transfers as you have been in your Computer Assisted Mass Appraisal (CAMA) and Grand List. We will work with your vendors to determine the appropriate time to transition. For each CAMA vendor this will likely be slightly different. Going forward, after the transition, all parcel creation, School Property Account Number (SPAN) creation, and parcel transfers will occur in your CAMA system.

## Phase 2

### **Current Use**

Beginning in Q1 2023 (we anticipate February) you will have access to Current Use records in VTPIE. The process to verify and provide comments will not substantively change; it will just occur in VTPIE. We will provide training before our go-live date and your DA and Axiomatic support will be available to assist you. The Current Use review process will function much the same as the sales verification process you have used this year.

### **Exemptions**

We will import all exemptions based on your final 2022 (filed by January 15) submission of your grand list. This will eliminate the need for individual town exports of exemptions. If you have begun to process exemptions for your 2023 Grand List, you will need to also update them in VTPIE. Please hold exemptions changes for the 2023 Grand List until we have launched the new exemptions manager to avoid duplicate work. You will be able to manage your exemptions beginning in February. We will provide training before our go-live date and your DA and Axiomatic support will be available to assist you.

### **Tax Increment Financing (TIF)**

If you do not have TIFs please disregard this section. For towns with TIFs we will load your TIFs into the VTPIE TIF Manager based on your final submission of the 2022 Grand List (filed by January 15). Since there are so few TIFs we will work with towns individually to manage this import.

## Phase 3

### **Homestead**

Homesteads will be available for review and download within VTPIE in February. You will have the same ability to add comments to homestead records as you have for sales.

### **Property Tax Credit**

VTPIE will begin receiving property tax credits in May. These will be integrated into the billing module and will include the standard “edit the credit” functionality.

### **Billing**

VTPIE property tax billing will go live in May of 2023. We have met with several town clerks to review functionality and anticipate being able to accommodate the various combinations of districts, tax rates, fees, and exemptions.

### **Grand List Production**

Producing and printing a grand list for 2023 lodging will happen through the VTPIE program.

### **Grievance Process**

All grievance management will occur through VTPIE for 2023.

## ■ Where will I? Chart depicting where various tasks will be performed

Element	Process	CAMA	VTPIE
Parcel Maintenance	Generation and management of SPAN	X	
	Processing transfers, splits, merges	X	
	Management of contiguous parcels	X	

	Tracking inactive parcels	X	
Personal Property	Creating and managing personal property	X	
	Personal Property Exemptions		X
	Personal Property Grievance		X
District Management	Village, special, and school Districts	X	
	Tax Increment Finance Districts		X
Exemptions	Special		X
	Statutory		X
	Contracts		X
Ratio Study/Equalization	Sales Validation		X
	Ratio Studies		X
	Equalization		X
Current Use	Review of Current Use Enrollment/Unenrollment/updates (enrolled acreage enrolled buildings)		X
	Updating current use land lines and building exemptions		X
	Full valuation of excluded land per appropriate land schedule	X	
	Full valuation of enrolled farm buildings with an indicator that they are enrolled	X	
	Full valuation of enrolled land (as full value of original parcel less full value of excluded land)	X	
	Use valuation of enrolled land [1]	X	X
	Current use grievance		X
Homestead	Receiving and reviewing homestead declarations		X
	Homestead and housesite valuation	X	
Valuation	Valuation of all taxable and exempt (insurance value) real and personal properties	X	
	Allocating homestead/non-homestead values	X	
	Valuing covenant restricted housing	X	
	Grievance management		X
Grand List	<a href="#">Export of ownership, valuation for real and personal property per 32 V.S.A. § 4152</a>	X	
	Creation of Grand List (applying exemptions)		X
	Submission of Grand List		X
	Creation of Form 411		X
Education Tax Rates	Application of education & municipal tax rates		X
Tax Management	Configuration of billing		X
	Homestead property tax credits		X
	Tax bill generation		X



## Current Use

### All Parcels Certified

As we reach the end of the year, please continue with your timely current use exchanges in your 2022 As-Billed Grand List until all parcels are in-sync, certified, and loaded to the grand list. **It is important with each exchange to load your values, send a notice to any parcels with value or allocation changes and issue a revised tax bill if need be.** When all parcels have been approved for the year, you will receive notice that your current use file is 100% certified. Any changes to your file after it is 100% certified will require the file be sent back to current use for recertification.

If you have parcels labeled 'under review', current use will continue to work on these and get them back to you as soon as possible. **If you have had your file for more than TWO (2) WEEKS, please return it to current use in order for the certification process to proceed as intended!**

### Listers

- Please check your myVTax account regularly for LUC value requests for withdrawals & discontinuances.
- Please be mindful that by statute, listers/assessors have thirty (30) days to submit the completed LUC form to the Director [32 V.S.A. §3757\(b\)](#).
- Valuation guidance for discontinued/ withdrawn acreage can be found at <https://tax.vermont.gov/municipal-officials/listers-and-assessors/assessing-property/current-use-fmv> with examples and scenarios at <https://tax.vermont.gov/sites/tax/files/documents/GB-1138.pdf>

### Town Clerks

- Please check your eCuse account regularly for applications that have been approved and are awaiting recording. [Municipal Service User Guide for Town Clerks & Listers](#)
- Please check your myVTax account for Land Use Change Lien releases <https://tax.vermont.gov/sites/tax/files/documents/GB-1179.pdf>

**Need sign in assistance with eCuse?** Please reach out to Carrie Potter at (802) 828-6635.

**Need sign in assistance with VTAX?** Please reach out to Teri Gildersleeve (802) 855-3917 or your DA

## Education

### PVR

The Division of Property Valuation and Review (PVR) offers lister and assessor courses at **no charge** to current Vermont municipal assessment officials. Below are listed our scheduled trainings for early 2023.

**Registration** for upcoming classes will be available several weeks before each class at <https://tax.vermont.gov/municipal-officials/education>. Once registered, you will receive confirmation along with the sign-in link to the training webinar. The confirmation email, from [TAX.ListerEd@vermont.gov](mailto:TAX.ListerEd@vermont.gov), will be sent to the email provided when registering - please remember to save this email!

- **Data Collection**      *Training will be held at the Capital Plaza, Montpelier*



<b>Data Collection Session 1 of 4*</b>	January 25, 2023	full day session - Montpelier
<b>Data Collection Session 2 of 4*</b>	January 26, 2023	full day session - Montpelier
<b>Data Collection Session 3 of 4*</b>	February 15, 2023	full day session - Montpelier
<b>Data Collection Session 4 of 4*</b>	February 16, 2023	full day session - Montpelier

\*Please note this course is a requirement for the Vermont Property Assessor Level II certification and participants are required to attend all four sessions for the State-sponsored Data Collection Course Certificate.

- **Advanced Data Collection**                      March 1, 2023                      full day session  
Hybrid class: In-person @ Capital Plaza, Montpelier as well as with an online option
- **Solar/Cell/Subsidized Housing**                      Stay Tuned!                      TBD

### KnowledgeWave

KnowledgeWave continues to bring Microsoft Office and professional development webinars to municipalities each month as part of the [KnowledgeWave Learning Site](#) training package. These webinars are free for all KnowledgeWave members. Recently, [on-demand videos](#) have been added to their offerings as well. If you have yet to enroll in this educational platform provided by PVR or if you wish to enroll additional town officials please send their first name, last name, town, and their unique email address to [support@knowledgewave.com](mailto:support@knowledgewave.com), they will be added to the learning site. A town may enroll up to ten (10) individual emails for town officials.

Upcoming webinars:

December	<b>6</b>	<a href="#">How to Communicate Change</a>
	8	<a href="#">Top 10 Reasons to use Tables in Excel</a>
	8	<a href="#">When Others Take Credit for your Work</a>
	13	<a href="#">Quiet Quitting – Reversing the Trend</a>
	14	<a href="#">Share Files and Folders in OneDrive for Business</a>
	15	<a href="#">Cybersecurity Briefs: Deep Dive into Phishing</a>
	20	<a href="#">An Introduction to Microsoft Bookings</a>
	22	<a href="#">Power BI: Publishing and Sharing Your Reports</a>

### NEMRC

NEMRC's webinar recordings can be found at <https://www.nemrc.com/support/webinars/> . These webinars are also made available to current municipal assessment officials at no charge through the town's NEMRC Annual Support Agreement.

### On-Demand Webinars & Training materials

Recordings of PVR webinars, as well as accompanying course materials, are available at <https://tax.vermont.gov/municipal-officials/certification-education-programs/materials>. Please keep in mind that these recordings are meant for reference only – **\*\* actual event attendance is required for VPA certification.**

<a href="#">Reappraisal Process</a>		May 10, 2022
<a href="#">New &amp; Seasoned Lister Training</a>	Day 1	March 16, 2022

	Day 2	March 18, 2022
	Day 3	March 23, 2022
	Day 4	March 25, 2022
<a href="#">Current Use Training</a>	Day 1	February 16, 2022
	Day 2	February 17, 2022
<a href="#">Equalization &amp; Sales Validation Training</a>		February 9, 2022
Prior year trainings:		
<a href="#">Vermont Statutes &amp; Real Estate Law Training</a> **		July 14 & 15, 2021
<a href="#">Land Schedule Training</a> **		May 19 & 26, 2021
<a href="#">Grand List Cleanup</a>		April 28, 2021
<a href="#">Deed Reading &amp; Real Estate Exemptions</a>		April 21, 2021
VTPIE		
<a href="#">Geographic Information System (GIS) Portal Training</a>		February 23, 2022
<a href="#">VTPIE Training I - Municipal Info &amp; Sales Validation</a>		January 20, 2022
<a href="#">Axiomatic Update Webinar</a>		July 13, 2021

### Grant Funding/ Reimbursement for Travel

PVR classes continue to be of no charge to listers. PVR sponsorship of select NEMRC webinars and VALA hosted IAAO classes also continues. However, please be aware the VALA registration fees for these IAAO courses are not reimbursable through the PVR grant. Grant money is available for **pre-approved** mileage and lodging expenses (distances apply). A fillable pdf, grant application can be found at <https://tax.vermont.gov/content/state-vermont-grant-agreement> You will need to download and save the application to your computer, close the web version, and reopen the file on your computer.

Additionally, if municipal listers and assessors are independently taking non-PVR sponsored, assessment related courses, including those taken online, these course fees **may** be reimbursed through the grant application process. This grant funding **may** also apply to related travel expenses to assessment trainings (including mileage above 50 miles one way and lodging for multiple day classes). Applications for grants **must be preapproved prior to attending the training**. To apply, follow the Course Funding link below. If you need assistance with this process, please reach out to Teri at (802) 855-3917. More information about course funding and our grant program is available at <https://tax.vermont.gov/municipal-officials/certification-education-programs/tuition-information>

A Grant Education Funding for Listers and Assessors (Municipal Reimbursement) Fact Sheet [is also available](#) at <https://tax.vermont.gov/sites/tax/files/documents/FS-1184.pdf>.

## District Advisor & CU Specialist Contact Information

[District Advisors & their territories interactive map](#)

### District Advisors

<b>Barb</b> Schlesinger <a href="mailto:barbara.schlesinger@vermont.gov">barbara.schlesinger@vermont.gov</a>	(802) <b>369-9081</b>	<b>Deanna</b> Robitaille <a href="mailto:deanna.robitaille@vermont.gov">deanna.robitaille@vermont.gov</a>	(802) <b>323-3411</b>
<b>Benton</b> Mitchell <a href="mailto:benton.mitchell@vermont.gov">benton.mitchell@vermont.gov</a>	(802) <b>233-4255</b>	<b>Jen</b> Myers <a href="mailto:jennifer.myers@vermont.gov">jennifer.myers@vermont.gov</a>	(802) <b>522-0199</b>

<b>Christie Wright</b> <a href="mailto:christie.wright@vermont.gov">christie.wright@vermont.gov</a>	(802) <b>855-3897</b>	<b>Teri Gildersleeve</b> <a href="mailto:teri.gildersleeve@vermont.gov">teri.gildersleeve@vermont.gov</a>	(802) <b>855-3917</b>
<b>Cy Bailey</b> <a href="mailto:cy.bailey@vermont.gov">cy.bailey@vermont.gov</a>	(802) <b>233-3841</b>	<b>Theresa Gile</b> <a href="mailto:theresa.gile@vermont.gov">theresa.gile@vermont.gov</a>	(802) <b>522-7425</b>
<b>Nancy Anderson / Edu Coord (PT)</b> <a href="mailto:nancy.anderson@vermont.gov">nancy.anderson@vermont.gov</a>	(802) <b>828-6680</b>	<b>Nahoami Shannon / PVR Assist</b> <a href="mailto:nahoami.shannon@vermont.gov">nahoami.shannon@vermont.gov</a>	(802) <b>828-6867</b>

### Current Use Specialists

<b>Addison - Derby</b>	<b>Patrick Dakin</b>	<a href="mailto:patrick.dakin@vermont.gov">patrick.dakin@vermont.gov</a>	(802) <b>828-6855</b>
<b>Addison - Derby</b>	<b>Melanie Riddle</b>	<a href="mailto:melanie.riddle@vermont.gov">melanie.riddle@vermont.gov</a>	(802) <b>828-6633</b>
<b>Dorset - Middlebury</b>		<i>Under recruitment</i>	(802) <b>828-6637</b>
<b>Middlesex - Shoreham</b>	<b>Maria Steyaart</b>	<a href="mailto:maria.steyaart@vermont.gov">maria.steyaart@vermont.gov</a>	(802) <b>828-6636</b>
<b>Shrewsbury - Worcester</b>	<b>Nick Zimny-Shea</b>	<a href="mailto:nicholas.zimny-shea@vermont.gov">nicholas.zimny-shea@vermont.gov</a>	(802) <b>828-6608</b>

### Help Desks

**PVR GENERAL HELP LINE**  
**CURRENT USE**

**(802) 828-5860**  
**(802) 828-5860**

Please leave a message for your District Advisor at their number. However, if you need immediate assistance and are unable to wait for a return call please call (802) 828-5860 and ask to speak to a district advisor that is available.

**For questions about access & functioning of the VTPIE program:**

**AXIOMATIC SUPPORT**

<https://support.axiomnh.com/support/home>

[support@axiomnh.com](mailto:support@axiomnh.com)

**(603) 413-4978 EXT 0**